

State of West Virginia
Department of Transportation
Division of Motor Vehicles

Privacy Notice

Summary of Notice

.....

WHAT INFORMATION WE COLLECT AND WHY WE COLLECT IT

- We collect your personal information and your nonpersonal information to determine driver eligibility and to issue driver’s licenses, titles, vehicle registrations and plates.
- We may collect your name, residence address, mailing address, date of birth, social security number, driver’s license number, signature, finger image and digital photograph.
- If there is a question about your ability to safely drive a motor vehicle, we may collect your medical or disability information prior to issuing a license.
- If you request a hearing or your issue cannot be concluded while you are in the office, we may collect your telephone number and email address to contact you.
- We check your personal information, nonpersonal information and driving record with the Social Security Administration, Homeland Security and a national driver registry prior to issuing your license.

HOW WE USE YOUR INFORMATION

- Pursuant to West Virginia law and an exemption in the Privacy Act of 1974, we collect your social security number to issue your driver’s license. If you do not want to provide your social security number, the DMV cannot issue your driver’s license.
- We may share your personal and nonpersonal information with other state and federal agencies as well as others we have hired to assist us, or as required by law. These agencies include, but are not limited to, Homeland Security, IRS, Social Security Administration, law enforcement and child support services.
- As a State Agency, we may have to provide personal and nonpersonal information you give us if we receive a lawful request, a subpoena or a court order; and no other law protects your information from being disclosed.
- We will not knowingly collect personal information from children without the consent of a parent or guardian.
- Your personal and nonpersonal information is stored on a mainframe computer system. Documents that contain your personal and nonpersonal information are scanned and stored in a computer server.
- The West Virginia Office of Technology uses the Secure Socket Layer (SSL) protocol to safeguard your personal information, including your credit card number and social security number, during online transactions. SSL protocol is the computer industry’s accepted form of encryption. It provides the highest level of protection possible for internet communications.
- We will take reasonable precautions to keep your information protected.

REVIEWING AND CORRECTING YOUR RECORD – INDIVIDUAL RIGHTS

- You have the right to review your information in our records and to correct that information if it is wrong or outdated.
- To make changes to the information on your driver’s license, you must complete a driver license application and provide acceptable proof of your new information. To request other changes to your driving record, you must send a request in writing to:
Driver Licensing
WVDMV
Charleston, WV 25317
- To update any information about your vehicle, you must complete a title application and provide acceptable proof of your new information. To request other changes about your vehicle record, you must send a request in writing to:
Vehicle Services
WVDMV
Charleston, WV 25317
- You may receive a copy of **your** driving record by completing a request form, providing your driver’s license or state-issued ID for copying and paying a fee.
- If you want to receive information about others, you must submit a completed information request form, a copy of your driver’s license or state-issued ID for copying and pay a fee. Your request will be reviewed to determine if you are eligible to receive the information you requested. You should receive a written response within 30 days.

For more information about our privacy requirements and practices, please call 1.800.642.9066 and your call will be directed to the Division’s Privacy Officer for response.